

MINUTES
eWISACWIS QUALITY IMPROVEMENT PROJECT
STEERING COMMITTEE
1 WEST WILSON STREET, ROOM 950A &
VIA TELECONFERENCE
MADISON, WI
DECEMBER 20, 2005

PRESENT: Mark Campbell, Department of Health & Family Services (DHFS); Bill Fiss, DHFS; Julie Jensen, Marathon County Department of Social Services; Amber Myska, Marathon County Department of Social Services; Glen Johnson, Waushara County Department of Human Services; Tom MacDonald, Lafayette County Human Services; Dee Jay Miles, Green County Human Services; Jesse Mireles, Waukesha County Department of Health & Human Services; Bill Orth, Sauk County Department of Human Services; Erik Pritzl, Dane County Department of Human Services; Sue Reinardy, DHFS; Alan Stauffer, Waupaca County Department of Health & Human Services; John Tuohy, DHFS; Denise Webb, DHFS; and Carol Wright, Marquette County Department of Human Services

ALSO PRESENT: Gary Groth, DHFS; Jane Bungum, Evantage Consulting; Mary Ellen Havel-Lang, DHFS (recorder); Kate Johnson, DHFS; Connie Klick, DHFS; Joyce Rose, DHFS; and Peter Tropman, The Management Group

EXCUSED: Jon Angeli, Grant County Department of Social Services; Diane Gates, LaCrosse County Human Services; Stuart Maples, Manitowoc County Human Services Department; Sarah Mueller, Sheboygan County Health & Human Services Department; Mark Sarvela, Bureau of Milwaukee Child Welfare; Jenell Venne, Bureau Of Milwaukee Child Welfare – Site 5; Steve McDowell, DHFS; Beth Wydeven, DHFS; and Amy Johnson, CGI –AMS;

CHECK IN:

Roll was taken.

DRAFT FINAL REPORT REVIEW:

Each participant was asked if there were any edits to the report itself. It was requested that additional information from the Ease of Use plan be included in the final report.

Additionally, committee members were asked to indicate their most important point of the project and whether it was adequately expressed in the draft final report. A summary of the major points follows:

- Error handling – several members indicated that error correction must be an area that is addressed. The Quality Services Review (QSR) process has identified this as an issue as well.

- Time with Families – it is important to users the system not prevent workers from spending time with families. As we move forward and improve eWiSACWIS, the social work practice will also improve.
- Concentrating Efforts – having system changes focus on efficiency, effectiveness and error handling will have carryover momentum to the Program Enhancement Plan (PEP) process.
- System Processes – learning about the change management process, ease of use, and quality improvement, having more users involved and watching it evolve has been a benefit of the project.
- Reports – assuring the system provides the parties with reports and other documents they need to provide services to families and others was identified as an essential component of the report.
- End User Involvement – the report reflects the increased involvement of the end users at all levels (first line, supervisors and directors).
- eWiSACWIS Advisory Committee – this report outlines the need for establishing and sustaining the advisory committee.
- New Tools – this project provided the users with new tools that will be invaluable as we move forward.
- Goal Focused – the team was able to fix the problem not the blame, which was identified as one of our initial goals.
- Recognizing Skills –Users and technologists have separate but equally important skills and knowledge. As development moves forward, technologists must apply their skills in understanding the needs of the users.

A committee member suggested that each county has unique needs. As the QSR process is completed, the general results should be reported back to the eWiSACWIS Advisory Committee (eWAC).

REPORT TRANSMITTAL

The Committee discussed how best to distribute our Final Report. It was decided that the Report would be transmitted to Secretary Helene Nelson and Jerry Huber, Wisconsin Counties Human Services Association (WCHSA), with a copy to the co-chairs of the Children, Youth and Families Policy Advisory Committee (PAC) of WCHSA. The co-chairs are Carol Wright of Marquette County and Pat Voss of Waukesha County. The Final Report should include the Ease of Use Plan as an attachment.

NEXT STEPS ACTION PLAN:

Once the Final Report is transmitted, how do we keep this effort alive. John Tuohy will put together a communication plan and action plan for next steps based on suggestions from the Committee members.

The steps for the communication plan include:

- Disseminate and discuss the Final Report at the
 - Regional Directors meetings

- Regional supervisors meetings
 - State-wide supervisors meeting, perhaps via webcast
 - Round tables at a variety of sites with workers and supervisors
- A global note on users desk top stating simply “Ask your supervisor about the eWiSACWIS plan”
- Discussion at the May WCHSA meeting

The Action Plan for next steps (which is Attachment A and contains more details) includes:

- Establishing the eWiSACWIS Advisory Committee (eWAC), with a target of reporting to the Children, Youth and Families PAC on January 11, 2006, asking for volunteers and having the kickoff meeting during February 2006. The second meeting of eWAC will be scheduled in conjunction with the Program and Technical Advisory Workshop (PAW/TAW) meeting in April of 2006. The eWAC will be used to set priorities for system changes and support of users.
- The eWAC will also be used for followup on the Ease of Use Plan and Communication Audit. The eWAC participants, which will include both county and state staff, will set the priorities as we move forward.
- To begin to address the issue of error handling, the eWiSACWIS maintenance and operations staff and staff from the Division of Children and Family Services will
 - make site visits to counties to talk with and observe users,
 - create a work group, with a variety of county and staff staff, that will make specific recommendations, and
 - the recommendations will be forwarded to the eWAC that will establish guiding principles.

The Steering Committee members should also be able to support and explain the report to others. There was a general attitude that there have been positive changes brought about by this eWiSACWIS Quality Improvement process and that we should continue to support the efforts.

EWISACWIS QUALITY IMPROVEMENT PROJECT

Next Steps Following Release of the QI Steering Committee Final Report:

1. Transmittal and Communication Regarding Report
 - The report will be transmitted to DHFS Secretary and WCHSA President and PAC as a product of the committee.
 - DCFS will post the report to the eWiSACWIS Knowledge Web.
 - DCFS will do a webcast session and develop talking points for supervisors/super users to learn about the report and explain it to staff.
 - DCFS will do an Info Memo to provide counties with the web link for the report, notice of the webcast and talking points.
 - Following the webcast, a message will be sent out to all users asking them to talk with their supervisor/super user about the report.
 - DCFS staff will discuss the report at regional county agency director and child welfare supervisor meetings in early 2006.
 - Presentations on the report can be made at the DCFS Public Child Welfare Conference in April 2006 and WCHSA Spring Conference in May 2006.
2. eWiSACWIS Advisory Committee (eWAC)
 - DCFS will meet with the WCHSA Children, Youth and Families PAC in January 2006 to discuss the eWAC role and membership.
 - The first eWAC meeting is planned for February 2006 with a subsequent meeting at the April 2006 PAW/TAW meeting.
3. Evantage Communication Audit and Ease of Use Report
 - DCFS is already implementing some recommendations.
 - DCFS will review the recommendations for resource implications.
 - Recommendations will be discussed with eWAC to develop plans for implementation.
4. Error Handling Policy
 - DCFS will conduct site visits with selected counties in early 2006 to identify areas of the system where the ability to edit records is most wanted by users.
 - A workgroup will be formed to develop recommendations for a system policy regarding the appropriateness of particular records to be edited and the time frame allowed for making edits. The workgroup will need to take federal and state legal requirements regarding maintenance of case records into account.
 - The policy on error handling and recommendations for system modifications consistent with the policy will be presented to eWAC for approval.

12/20/05